

BUSINESS SOLUTIONS SINCE 1947

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## COVER LETTER

June 13, 2023

Attention:

Nawania Williams,  
 Arkansas Department of Human Services  
 Office of Procurement 700 Main Street Slot W345  
 Little Rock, AR 72201  
 Phone: 501-320-6511

**Subject:** Diskriter's response to provide the Arkansas Department of Human Services (DHS)'s **Temporary Staffing for Clerical Services**

Dear Nawania Williams,

On behalf of Diskriter, Inc. (Diskriter), I would like to thank you for the opportunity to respond to the DHS's RFP for **Temporary Staffing for Clerical Services**. I believe that our enclosed response and documentation will reflect the clear advantages, philosophy, and strengths of choosing Diskriter Inc. as your valued staffing services partner. Please find the details of our company below:

1. Company Details	
Legal Company Name and DBA (if applicable)	Diskriter, Inc.
Address	370, Castle Shannon Blvd # 10499, Pittsburgh, PA 15234
Telephone Number	412-465-1214
Website Address	www.diskriter.com
2. Contact Details	
Name of Single Point of Contact	Laveena Yadav
Title	Chief Executive Officer
Telephone Number	412-465-1214
Email Address	<a href="mailto:business.coordinator@diskriter.com">business.coordinator@diskriter.com</a>

Diskriter has the capability of providing Staffing services in the areas of administrative, light industrial, professional Healthcare, IT and technical industries. As a trusted partner, Diskriter is committed to providing a comprehensive staffing service through flexible availability, consistent engagement, and tailored services to meet the developing needs of our clients. We are focused on providing our clients with quality personnel and customer service while delivering valuable training and guidance to our applicants and employees. Diskriter is proficient with placing personnel with different backgrounds and skill sets, while adhering to the policies and procedures set forth in this RFP. Diskriter confirms that we are not taking any exception / deviations to this RFP.

Diskriter is a nationwide provider of Staffing Solutions, Payroll Management, Health Information Management Services (HIM) and we have a successful business history of 74 years in meeting client services requirements. Since decade, we have been consistently recognized as a leader in providing innovative solutions to complex Staffing challenges. Diskriter has been awarded with numerous accolades by organizations such as: **"101 Best and Brightest Companies"** to work for in the Nation, **"Best in Baker's**

### Our Core Values & Accolades

- ✓ 74 years of Experience
- ✓ Nationwide provider of Staffing Solutions
- ✓ More Than 1200 Professionals
- ✓ More Than 2500 Clients Served
- ✓ Spread In 20 Different Locations
- ✓ 24/7 Support Across All Time Zones





Dozen Customer Satisfaction Ratings”, “Inavero’s Best of Staffing Client and Talent Award” to name a few. Our experience includes successful partnerships with many agencies in public as well as private sector. We have always achieved our best in providing labor categories in IT, Engineering, Administrative/Clerical, Accounting, Transportation, Pharmacy, Healthcare, Light Industrial, Healthcare IT and Others. Our Green Think™ solutions suite has been applauded by several our government customers in reducing their carbon footprint while optimizing their internal processes. This brings thought leadership to our Green IT initiatives.

Diskriter’s employees are highly trained and experienced recruiters who focus on quality screening tools and procedures that will deliver quality candidates to the DHS. Our recruitment process utilizes several proven values for professionals. We have a robust database of the prescreened talent updated daily, we have a streamlined referral process that generates optimal pipeline candidates for current and future needs of the DHS. As we assimilate the temporary contract resources needs of the DHS and review job descriptions, our recruitment group, after deep analysis of the requirement profiles your requirements to proactively source candidates for current and future needs. This proactive approach ensures that we always have a pool of available talent for your needs.

Diskriter acknowledges the receipt of Addendum 1, Q&A and confirms that we have read all the associated RFP documents. Thank you again for your consideration to allow us to participate in this RFP. I am providing you with my personal assurance that we will exceed your expectations and our references will corroborate my assurance. We look forward to meeting with your team to detail our solutions and share the wide range of benefits that Diskriter can offer.

Sincerely,

Laveena Yadav | Chief Executive Officer | Diskriter, Inc. (*Authorized Contact for this RFP*)

370, Castle Shannon Blvd # 10499, Pittsburgh, PA 15234

Office: (412) 465-1214; Fax: (877) 815-6528

Email: [business.coordinator@diskriter.com](mailto:business.coordinator@diskriter.com)

Website:

[www.diskriterinc.com](http://www.diskriterinc.com)



**A. OFFICIAL DOCUMENTATION OF ACTIVE REGISTRATION FROM THE ARKANSAS  
SECRETARY OF STATE'S OFFICE OR OTHER STATE APPROVED DOCUMENTATION**

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Please find the attached Active registration form from the State of PA.

# Business Search

As of 06/12/2023 we have processed all business filings received in our office through 05/14/2023.

Business Search Info:

Diskriter Inc

Advanced

Results: 1

Filing Information	Initial Filing Date	Status
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DISKRITER, INC. (95901)	> 12/17/1947	Active
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DISKRITER, INC. (95901)



Request Certificate

Initial Filing Date 12/17/1947

Status Active

Formed In PENNSYLVANIA

Filing Type Domestic Business Corporation

Filing Subtype Business

Registered Office 2840 Library Road, Suite 300

Pittsburgh, PA 15234  
County: Allegheny

Officers

Vice President  
LAVEENA YADAV  
3257 W LIBERTY AVE  
PITTSBURGH  
PA 15216-02

President  
RANDY BAKER  
3257 W LIBERTY AVE  
PITTSBURGH  
PA 15216-2319

Secretary  
R J EICHELSBACHER  
3257 W LIBERTY AVE  
PITTSBURGH  
PA 15216-2319

Treasurer  
W WESTON  
3257 W LIBERTY AVE  
PITTSBURGH  
PA 15216-2319

View History



Request Access



## B. REFERENCES

Please find the Diskriter's References below:

### B.1 Client#1: New York City Housing Authority, NY

Temporary Staffing Services	
<b>Client</b>	New York City Housing Authority
<b>Address</b>	90 Church Street, New York, NY - 10007
<b>Contact Details</b>	Patricia Lindo / Administrative Manager Phone: (212) 306-2807; Email: <a href="mailto:patricia.Lindo@nycha.nyc.gov">patricia.Lindo@nycha.nyc.gov</a>
<b>Contract Duration</b>	August 2018 - Ongoing
Description of Services	
Diskriter, Inc. as a Prime contractor provided Temporary Staffing services to the New York City Housing Authority in the areas of IT, Administration, Clerical and General Labor.	

### B.2 Client #2: San Antonio Water Systems, TX

Temporary Staffing Services	
<b>Client</b>	San Antonio Water System
<b>Address</b>	2800 US HWY 281 N, San Antonio, TX – 78212
<b>Contact Details</b>	Elvia R. Benavides, Executive Management Analyst Phone: (210) 233-3373; Email: <a href="mailto:Elvia.Benavides@saws.org">Elvia.Benavides@saws.org</a>
<b>Contract Duration</b>	August 2018 - Ongoing
Description of Services	
Diskriter, Inc. is in contract with the San Antonio Water Systems to provide the Temporary Staffing Services to the SAWS.	

### B.3 Client #3: Wisconsin Department of Corrections, WI

Temporary Staffing Services	
<b>Client</b>	Wisconsin Department of Corrections
<b>Address</b>	208 S. West St., Waupun, WI 53963
<b>Contact Details</b>	Edward Bradley / Contract Manager Phone: (608) 240-5572; Email: <a href="mailto:Edward.Bradley@wisconsin.gov">Edward.Bradley@wisconsin.gov</a>
<b>Contract Duration</b>	September 2018 - Ongoing
Description of Services	
Diskriter is in contract with Wisconsin Department of Corrections Services to provide the best technical and transcription staff on a need basis.	

### B.4 Client #4: Real3000 Services

Temporary Staffing Services	
<b>Client</b>	Real3000 Services
<b>Address</b>	1 Cragwood Road, Suite 301, South Plainfield, NJ 07080
<b>Contact Details</b>	Name: John Allen, Operations Head Phone: 888-361-2711 x 792; Email: <a href="mailto:JohnA@real3000.com">JohnA@real3000.com</a>
<b>Contract Duration</b>	April 2014 - Ongoing
Description of the Services	

We have been working with the client from past 4 years and provided staff in administrative services, Administrative Assistant Public Safety Operator ,Office Administrator, Maintenance Worker, Senior Financial Analyst, Utility Service Worker, Crew Helper, Custodial Staff, Senior Tax Accountant, Mechanic ,Accountant, Accounting Assistant, Storekeeper, Civil structural engineer, Electrical Inspector, Civil designer, Senior Engineering Technician, AutoCAD technician, Automation Engineer, Electrical Engineer, Instrumentation Technician, Accounting manager, Billing clerk, Certified public accountant, Payroll clerk, Payroll manager, Tax Manager.

### B.5 Client #5: Country Road Services

Temporary Staffing Services	
<b>Client</b>	Country Road Services
<b>Address</b>	110 Meadowlands Parkway, Suite 100a, Secaucus, NJ 07094
<b>Contact Details</b>	Name: John Matthew Operation Supervisor Phone: 855-934-2851 x 709; Email: <a href="mailto:john.matthew1@countryroadservices.com">john.matthew1@countryroadservices.com</a>
<b>Contract Duration</b>	May 2013 - Ongoing
Description of the Services	
Diskriter has been providing the Temporary Staffing Services for the Country Road Services from past 4 years and provided staff in IT, administrative services, Accounting Clerk, Senior Financial Analyst, Senior Tax Accountant, Accounting Assistant, Civil structural engineer, Civil designer, Senior Engineering Light Industrial and skilled laborers, Technician, AutoCAD technician, Automation Engineer, Electrical Engineer, Instrumentation Technician, Accounting manager, Accounts Payable, Billing clerk, Certified public accountant, Payroll clerk, Payroll manager, Tax Manager, PeopleSoft HR Functional Analyst, PeopleSoft Systems Analyst Senior, PeopleSoft Finance Senior Business Analyst.	

### C. BID RESPONSE DOCUMENT

Please find the filled and signed “Bid Response Document” in the following pages.

*Reminder of the Page is Left Blank Intentionally*



***BID RESPONSE PACKET***  
***710-23-0060***

## BID SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION				
<b>Company:</b>	Diskriter, Inc.			
<b>Address:</b>	370, Castle Shannon Blvd # 10499, Pittsburgh, PA 15234			
<b>City:</b>	Pittsburgh	<b>State:</b>	PA	<b>Zip Code:</b> 15234
<b>Business Designation:</b>	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit			
<b>Minority and Women-Owned Designation*:</b>	<input type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned <input checked="" type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American			
AR Certification #: <u>N/A</u> * See Minority and Women-Owned Business Policy				

PROSPECTIVE CONTRACTOR CONTACT INFORMATION		
Provide contact information to be used for bid solicitation related matters.		
<b>Contact Person:</b>	Laveena Yadav	<b>Title:</b> Chief Executive Officer
<b>Phone:</b>	412-465-1214	<b>Alternate Phone:</b>
<b>Email:</b>	business.coordinator@diskriter.com	

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.  <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>

ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.  <input type="checkbox"/> Prospective Contractor does not and will not boycott Israel.

**An official authorized to bind the Prospective Contractor to a resultant contract must sign below.**

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* will cause the Prospective Contractor's bid to be disqualified:

**Authorized Signature:**                       **Title:** Chief Executive Officer  
**Printed/Typed Name:** Laveena Yadav                      **Date:** 06/09/2023




## SECTIONS 1 - 4 VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

Diskriter confirms that we are not taking any exceptions to this RFP.

By signature below, vendor agrees to and **shall** fully comply with all requirements as shown in the bid solicitation.

<b>Vendor Name:</b>	Diskriter, Inc.	<b>Date:</b>	06/09/2023
<b>Signature:</b>		<b>Title:</b>	Chief Executive Officer
<b>Printed Name:</b>	Laveena Yadav		

## PROPOSED SUBCONTRACTORS FORM

- **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

**PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.**

*Type or Print the following information*

Subcontractor's Company Name	Street Address	City, State, ZIP
None.		

☐ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**



## MINIMUM QUALIFICATION VERIFICATION

- The Contractor must at least one (1) office physically located in the State of Arkansas and open during State business hours (Monday through Friday, 8:00 am – 4:30 pm CST) In the space below, list the physical address(s), hours of operation, and phone number(s) of location(s) in the State of Arkansas. A separate attachment may be used if additional space is required.

Physical Address: 125 N. Willow St STE B Kenai, AK 99611 Phone Number: 412-465-1214

Hours of Operation: 8:00 AM to 7:00 PM CST

Physical Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Hours of Operation: \_\_\_\_\_

Physical Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Hours of Operation: \_\_\_\_\_

Physical Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Hours of Operation: \_\_\_\_\_

Physical Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Hours of Operation: \_\_\_\_\_

Physical Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Hours of Operation: \_\_\_\_\_

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Hours of Operation: \_\_\_\_\_

Physical Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Hours of Operation: \_\_\_\_\_

Physical Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Hours of Operation: \_\_\_\_\_

Physical Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_


Hours of Operation: \_\_\_\_\_

## OFFICIAL BID PRICE SHEET

- All costs must be included in the price per hour. Costs not included in the unit price below are not billable under a contract established from this solicitation. Bidder must submit a printed copy of the completed official bid price sheet with bid submission.
- Quantities are estimated for bidding purposes only. The State may increase or decrease the number of positions as needed.

ITEM	DESCRIPTION	ESTIMATED ANNUAL HOURS PER POSITION	ESTIMATED NUMBER OF POSITIONS	PRICE PER HOUR	ANNUAL AMOUNT (Estimated annual hours x estimated number of positions)
1.	Temporary Clerical Positions	2,080	75	\$ 33.27	\$ 5190,120.00

By signature below, vendor agrees to and **shall** fully comply with all requirements as shown in the bid solicitation.

<b>Vendor Name:</b>	Diskriter, Inc.	<b>Date:</b>	06/09/2023
<b>Signature:</b>		<b>Title:</b>	Chief Executive Officer
<b>Printed Name:</b>	Laveena Yadav		

## DOCUMENTATION CHECKLIST

*As outlined in section 2.3 Minimum Qualifications in the solicitation document, please provide the following:*

- A. Bidder **must** submit official documentation of active registration from the Arkansas Secretary of State's Office or other state approved documentation.
- B. The Contractor **must** be a staffing agency in operation for at least three (3) years and have at least two (2) current accounts, either commercial or government, providing staffing services. For verification purposes, bidder **must** provide a reference for these accounts with bid submission including the following information: organization name, address, contact person name, email address, and phone numbers.
- C. Bidder **must** submit all documents in the bid response packet including:
  - 1. Bid Signature Page
  - 2. Proposed Subcontractors Form
  - 3. Vendor Agreement and Compliance
  - 4. Minimum Qualification Verification
  - 5. Official Bid Price Sheet
- D. Copy of Equal Opportunity Policy
- E. Bidder **must** submit signed/completed Attachment A – EO 98-08 Disclosure Form.

*\*\*Please refer to the solicitation (section 1.18 Response Documents) for additional instruction.*



## **D. COPY OF EQUAL OPPORTUNITY POLICY**

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Diskriter is committed to providing a non-discriminatory employment environment for its employees. The policy of the Diskriter is to fully comply with applicable federal, state and local laws, rules and regulations in the area of non-discrimination in employment. Discrimination against employees and applicants due to race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years or older), military and veteran status is prohibited. Violations of this policy will be subject to discipline, up to and including termination.

Equal employment opportunity and non-discriminatory commitments include, but are not limited to, the areas of hiring, promotion, demotion or transfer, recruitment, discipline, layoff or termination, rate of compensation and company sponsored training. All employees are expected to comply with this Equal Employment Opportunity Policy. Managers and supervisors who are responsible for meeting business objectives are expected to cooperate fully in meeting Diskriter's equal employment opportunity objectives. Any employee who believes he or she has been discriminated against must immediately report any incident to the company's designated CEO. The company will not tolerate retaliation against any employee who reports acts of discrimination or provides information in connection with any such complaint.

We establish ongoing partnerships with other recruiting sources like organizations that assist individuals with disabilities, faith-based organizations, veteran organizations, placement services, women's groups, and ethnic or multicultural centers. We post open positions on diversity online recruiting boards. Our team will always look to increase the minority recruitment for Diskriter and its clients. We have worked with several clients by following the below procedures and believe that diversity hiring recruiting is very similar to recruiting for a difficult skill set.

Our team has a global and diverse constituency, whether dealing with candidates, clients or stakeholders. Having diverse staff enables us to understand and meet the needs of people from diverse perspectives and creates an atmosphere that supports positive relationships and communications. As working on company EEO policy, our team of recruiters always try to approach diversified communities and groups to hire or employ diverse teams on projects. Diskriter's EEO Officer is responsible for overseeing adherence to EEO laws and policies and will ensure that employment actions regarding staffing and managing the work are carried out in a nondiscriminatory manner. We have different sourcing methods which not just allow us to find diverse candidates according to race, gender, ethnicity, but also in terms of diverse skillset, work culture and communication style. To maintain this diversity, we use various these sourcing strategies which allow us to create a diverse talent pool:

- Employee Referrals
- Corporate philanthropy geared to diverse interests
- Keeping a positive outlook helps your own diverse employee candidates recruit for you!
- Attending Virtual Career Fairs geared towards minority groups
- Partnering with Multicultural Professional Organizations
- Social Media Focused on Diversity Groups

**E. BIDDER MUST SUBMIT SIGNED/COMPLETED ATTACHMENT A – EO 98-08  
DISCLOSURE FORM**

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Please find the signed “Attachment A – EO 98-08 Disclosure Form” in the following pages.

*Reminder of the Page is Left Blank Intentionally*



Contract Number N/A  
 Attachment Number \_\_\_\_\_  
 Action Number \_\_\_\_\_

**CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: \_\_\_\_\_ SUBCONTRACTOR NAME: \_\_\_\_\_

☐ Yes ☒ No

IS THIS FOR

 Goods? ☐ Services? ☒ Both? ☐

TAXPAYER ID NUMBER: 25-0934128

YOUR LAST NAME: Yadav

FIRST NAME: Laveena

M.I.: \_\_\_\_\_

ADDRESS: 370, Castle Shannon Blvd # 10499, Pittsburgh, PA 15234

CITY: Pittsburgh

STATE: PA

ZIP CODE: 15234

COUNTRY: USA

**AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:**
**FOR INDIVIDUALS \***

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e. Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly			N/A				
Constitutional Officer							
State Board or Commission Member							
State Employee							

☒ None of the above applies

**FOR AN ENTITY (BUSINESS) \***

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)	Position of Control
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

☒ None of the above applies

DHS Revision 11/05/2014

Contract Number   
 Attachment Number   
 Action Number 

### Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

*Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.*

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature Laveena Title CEO Date 06/09/2023

Vendor Contact Person Laveena Yadav Title CEO Phone No. 412-405-1214

Agency use only

Agency Number 0710 Agency Name Department of Human Services Agency Contact Person  Contact Phone No.  Contract or Grant No.

DHS Revision 11/05/2014

## F. RECRUITING METHODOLOGY

At Diskriter, we bring to the table an experienced team of recruitment professionals, with domain specialization to cater to specific industries. Our proven track record demonstrates our ability to understand client's talent needs and provide clients with the right solution to finding key people faster, while freeing up management bandwidth to concentrate on core management activities. Below is an overview of our work plan for external recruitment. We have devised this process to ensure DHS is fully aware of what is to be expected at each of the 5 stages in our recruitment process.





- **Step 1 - Initiation Phase:** Diskriter believes in valuing the importance of learning our client's business, aims, goals, corporate culture, and specific personnel/skill requirements. Upon acquiring this knowledge, a customized recruitment plan and brand statement is designed to address each one of the client company's unique needs. A kickoff meeting is set with the client and a submission plan is built according to the client project timeline, resource requirements, pricing requirements and hiring process is then agreed upon. DHS briefing to understand the requirements of potential candidates and establish a recruitment plan.
- **Step 2 - Planning Phase:** We prepare recruitment plan for candidate's searches. Diskriter's industry-leading team of multiple recruiters performs targeted searches for top talent within its proprietary database (containing more than 400,000 candidate's resumes) and strategic job portals, social networks. Diskriter maximizes exposure by advertising your classified job description across all leading job boards and develops client-specific talent pipelines while leveraging over 73 years' worth of industry-specific referrals.
- **Step 3 - Selection Phase:** Diskriter's recruitment experts rigorously screen all potential candidates and if required; conducting detailed face-to-face interviews, technical assessments, drug test and at least two reference checks with previous managers that can validate a candidate's competency and experience with desired skills. Our screening process ensures a shortlist of the best candidates that fit DHS specific needs. We will create role in accordance with the recruitment plan. All responses are handled and vetted before a shortlist is proposed.
- **Step 4 - Delivery Phase:** When Diskriter has qualified candidates worthy of submission, DHS receive a comprehensive candidate overview, including a current resume, a skills/requirement match summary, contractual rate or salary expectations, and candidate availability. Diskriter account executive works with your hiring team to schedule candidate interviews and solicit feedback from both parties' post-interview. Support for both the DHS in shortlist selection, interview support / preparation, feedback, negotiation, and contract.
- **Step 5 - On-boarding and Offers:** When the DHS feels that they have found the suitable person for the job, Diskriter account executive works with DHS hiring manager/designee to present an offer to the candidate and confirm start dates. Diskriter then provides full on boarding services to include complete background and drug check as requested. After Diskriter's on boarding process is complete, your Diskriter account executive walks your new team member in on his or her first day.
- **Step 6 - Support Phase:** Providing qualified and quality engaged professionals are critical to success. At Diskriter we believe in constant communication and we administer consultant performance evaluations after 30 days on assignment, and again bi-annually. This regular feedback and collaboration with our clients and consultants ensure the fit of consultants over time, assists with recognition programs, and increases retention and project completion. Contract management for Interim appointments and final reports prepared.

## **F.1 Advertising**

Diskriter has abundant team of recruiters, lead recruiters, offer coordinators, scheduling coordinator and sourcing experts, who works on the client's requirements. Entire team is responsible to search the exact matching candidates, who will be the best fit for the requirement of the client. Their responsibilities include searching for the appropriate candidates in the accessible database of experienced & qualified consultants or using job portals like, Dice, CareerBuilder, Monster, and sending them the job requirement. The candidates we recruit are the



best available talent in the market and they know how to complete the project within budget and time.

Diskriter takes an integrated approach to maintain an adequate pool of candidates to ensure that DHS requirements are met throughout the year. However, we will retain candidate from external sources as per the requirements and needs. This approach is based on research of our candidate market demographics in order to keep abreast of trends relating to future growth of key job disciplines, job turnover and salary trends, the growth prospects of major employing industries, and the age, gender and geographic distribution of the candidate market. Undertaking this research in the first instance enables us to identify the best sourcing strategy to attract target candidates for each opportunity.

- **Reaching the Passive Jobseeker Market:** Diskriter's strategy involves reaching out the passive jobseekers who are currently employed, but who will be motivated to apply to a role or opportunity which stands out.
- **Social Media:** Diskriter's most utilized approach is social media platforms where prospective candidate already spend a lot of their time. Sites like LinkedIn, Twitter and Facebook offer unique tools to proactively find your next great hire. LinkedIn has become all the rage during the last several years, as countless companies and recruiters have added it to their talent sourcing strategy. Facebook is also having a great potential in hiring great resources and our consultant being pro-active are aggressively active on these social media platforms.
- **Diskriter Database:** Diskriter have extensive database containing a vast pool of potential candidates, enabling us to efficiently source candidates to meet the needs of our clients. Our consultants regularly update the database.
- **Candidates through online job postings:** Our number of Job posting are done on different job boards and other platform to source the best candidates. The single most important factor in converting the reader of an advertisement into a candidate is the way, the advertisement is written. Diskriter's Consultants receive professional training in effective ad writing to produce advertisements which appeal to key candidate job-decision motivators – by age group, industry, and other key demographics.
- **Tailored Strategies:** Our extensive experience, combined with our commitment to thorough and up-to-date market research means that we can design unique candidate sourcing strategies to meet the specific objectives and varying recruitment situations. Diskriter's Consultants are trained in the development of recruitment strategies and candidate sourcing techniques, and have access to the assistance of dedicated IT, marketing, psychology, and organizational consulting specialists.
- **Candidate Referrals:** Diskriter understands that often the best source of productive professionals is the high-quality professionals whose careers we already managed. Therefore, we have embarked on a company-wide candidate referrals scheme aimed at encouraging our existing candidates to refer their contacts to Diskriter and rewarding the referring candidate for their efforts.
- **Creative Advertising:** We take a strategic approach to recruitment advertising, leveraging our strong brand awareness and media buying power, as well as the capacity to develop highly effective creative advertising campaigns for specific client needs.



## F.2 Screening Process

One thing that distinguishes us as a leader in the staffing world is our extensive screening process that ensures the safest work environments for our clients and candidates. Diskriter ensures that persons are qualified and proficient by using its advanced screening process. Our levels of candidate screening are:



- ❖ **Step 1 - Initial Screening and Skill Assessment:** Our recruiters evaluate candidate skills in multiple areas including management, customer service and Interpersonal skills.
- ❖ **Step 2 - Initial Phone Screening:** Once we identify a potential candidate our recruiters perform a phone screening to determine how their current and previous work experiences line up with our client's primary needs. We ask about work background/history, training and education, wages they're looking to earn, areas they're willing to travel to, and if they're willing to submit to a drug screen and background check.
- ❖ **Step 3 - Skill and proficiency Testing:** In the current Business scenario companies are beginning to understand that to stay competitive they need to focus on developing and hiring most suitable candidates for the right job. Diskriter evaluates skills of each candidate by conducting its own set of skill and proficiency tests which shows us how much capable a candidate is.
- ❖ **Step 4 - Background Check Process:** We endeavor to verify candidates' credential details to ensure the legitimacy of the candidate to work in United States. We also make sure that candidate has required license to perform the task as per client requirement. Wherever reasonably possible, feasible and instructed, we will provide details of the results of those conversations or written details, subject to our terms of Business.
- ❖ **Step 5 - Referrals and References Check:** The references and referrals provided by the prospective candidate are directly contacted by our recruiters who authenticate the information provided by the candidate. Further, the referrals and references provided are cross-checked for their identity which is conducted by a third-party vendor.

### **While conducting reference checks we ask following questions to the provided references:**

- What is your relationship to the candidate?
- Can you confirm the candidate's job title, dates of employment and work duties?
- Can you describe the candidate's work performance?
- Was the candidate accountable in performing tasks?
- What are the candidate's strengths and weaknesses?
- What was it like to work with the candidate?
- Why did the candidate leave a position?
- Company policies aside, would you rehire this candidate?
- Is there anything else I should know about this candidate?

### **We make sure to follow below criteria while assessing the candidates**

- Educational background
- Relevant work experience
- Specific skills or "technical skills"
- Ability to work in a team environment



- Leadership qualities
- Critical thinking and problem solving
- Communication skills
- Attitude and motivation
- Quality references
- Body language
- Social media/web presence

### **F.3 Testing**

As referenced in the prescreening process, Diskriter utilizes Prove It! Software to assess each candidate's computer skills such as typing, data entry, and MS Office proficiency. We also evaluate grammar, spelling, proofreading, and general mathematic skills. Upon the DHS's request, additional hard or soft skill assessments can be conducted. Every applicant, whether placed on an assignment or not, is assisted with information and skills to enter the workforce. We provide computer training tutorials, job specific training (through videos or on-the-job training), resume evaluations, and interview tips. Since safety is top priority at Diskriter, safety manuals are administered to our employees. Every applicant and employee have room to expand upon their skills by learning from their coworkers, training programs, and other independent means. When filling a position, we focus on placing an employee with the proper skill set and background experience to be an asset to our client. Though most of our applicants already possess the skills required to perform the basic requirements of the job, we help in the development of their skills beyond this foundation.

Candidate skills testing is customized according to the needs of the client and/or the position being filled. Tests can be administered anytime during the screening and evaluation process. Diskriter can provide skills testing for over several disciplines, including the following: typing; Microsoft Office applications; general administrative tasks testing such as filing, word and mathematical problem solving, data entry, customer service; hundreds of technical and software skills testing; to name a few.

In addition to the Diskriter Assessment series, we extensively test candidates on their software proficiency, which is particularly important in today's high-tech work environment. Using the sophisticated evaluation and training system of ProveIt! Diskriter's branch staff ensures that candidates possess the necessary skills for exceptional performance. ProveIt! Tests provide the highest quality performance- based testing on virtually all of today's top office software, so we may ascertain each candidate's level of proficiency on Windows as well as Macintosh operating systems. As new software is introduced to the workplace, all Diskriter candidates are encouraged to enhance their skills using the ProveIt! Tutorial programs. Prior to assignment, Diskriter can test contractors on over several applications across several disciplines, with customized training and evaluation programs that simulate the work to be performed at locations within the DHS.

### **F.4 Interview Process**

After reviewing the candidate's resume, Diskriter then interviews each candidate to determine job expectations, salary requirements, and background information. Skills are assessed and evaluated to ensure a high level of competency. The tests may include reading comprehension and proofreading or general mathematics. Candidates are also tested on computer proficiency in Microsoft Office programs, depending on the position.



After determining a candidate is qualified and serious about an opportunity, we conduct professional reference checks. Sometimes an additional interview is needed to establish a correct fit for the client and the candidate. We take our time to understand the candidate's personality and experiences to make a match beneficial to the candidate and to the client. Our goal is to find the right person, for the right job, the first time.

After thoroughly pre-screening the candidate, resumes and recommendations are presented to the DHS. Diskriter prefers an interview between the DHS Manager and the candidate. If the DHS chooses to interview a candidate prior to employment, Diskriter will coordinate a meeting. If not, other arrangements will be made.

### **F.5 Training**

Diskriter believes in constant training and improvement of Staff. We will provide the necessary training as required by the agency. We will take care of the cost including travel and expenses. We currently reimburse for any certification that is obtained by our employees. We also have access to knowledge portals such as [udemy.com](https://www.udemy.com) that have some very good courses. We can suggest some of these based on discussion with the resource and the agency.

Diskriter invests wisely in its greatest asset- its people, to deliver value to our customers. It is the policy of Diskriter to assure that our employees are fully trained in the most current systems and technologies they support. We provide our employees with training opportunities to increase their level of expertise, to improve work processes, learn higher value skills, and use state-of-the-art-technology so that their value is recognizable within the client organization. Each of our full-time employees develop in concert with their manager an annual learning plan which helps them achieve niche-specific, employee education and development.

Diskriter's training program provides several advantages to our customers. First, to provide the highest quality of support to our customers, Diskriter ensures that our employees are trained on the client's existing systems and technology. Second, Diskriter provides for any necessary training in the "soft skills" that will enhance the level of service to the client. Lastly, Diskriter remains committed to maintaining our employee's skill level with our customers' environment throughout any future changes and enhancements in technology.

Diskriter achieves its training objectives by offering employees several options including in-house training and partnerships with outside training organizations. We also offer tuition reimbursement to employees for courses offered by accredited educational institutions that are relevant to their field and career path. We also encourage and reimburse any expenses incurred while attending user group meeting, seminars, or conferences. Diskriter recognizes the costs associated with training new employees and keeping up with technological advancements and provides that value back to our customers.

Diskriter will follow a requirement driven training process with high quality standards. The training program will ensure knowledge transfer to system users, ensuring they will be able to manage the system as well as utilize the system in the most efficient manner. Business users will learn how to use the system from start to end, covering all processes and scenarios. The system administration training will provide a deep understanding on system configuration. The training will be primarily hands-on exposure to the new system.



## F.6 Background Checks / Background Verification Process

Diskriter has a well-defined and documented background check policy. Under this policy, depending upon the client requirement, candidates are subjected to compulsory pre-employment background checks. All temporary employees' references and background can be checked before Diskriter will consider placing an employee with a client. Additionally, Diskriter will work with the DHS to provide supplementary screening specific to job positions. Diskriter has trusted partnerships with companies that have the resources to perform a variety of background checks at a local, City, and state level, including:

Background Screening	Assessment Method
<b>Verification of Education and Credentials / Certifications</b>	Diskriter's verifier will examine the candidate's full academic history, ensuring that they are qualified and able to perform the duties. We work alongside institutions and authorized agents to ensure that the verifications we carry out are as accurate as possible, giving the information, to choose the best candidate
<b>Employment Reference Checks</b>	<p>Diskriter will verify a professional reference by seeking answers to predetermined questions including information on communication skills, work attitude, professionalism and punctuality. This information will be obtained through a phone interview with a former supervisor or personnel department.</p> <p>The references and referrals provided by the prospective candidate are directly contacted by our recruiters who authenticate the information provided by the candidate. Further, the referrals and references provided are cross-checked for their identity which is conducted by a third-party vendor.</p> <p>While conducting reference checks we ask following questions to the provided references:</p> <ul style="list-style-type: none"> <li>▪ What is your relationship to the candidate?</li> <li>▪ Can you confirm the candidate's job title, dates of employment and work duties?</li> <li>▪ Can you describe the candidate's work performance?</li> <li>▪ Was the candidate accountable in performing tasks?</li> <li>▪ What are the candidate's strengths and weaknesses?</li> <li>▪ What was it like to work with the candidate?</li> </ul>
<b>Social Security Verification</b>	Diskriter's Verifier validates the applicant's Social Security number, date of birth and former addresses.
<b>Motor Vehicle Record Search</b>	Depending on state law, this search will reveal a three (3) to five (5) year driving history. Reported information will include type of license, any violations, disciplinary actions, convictions, issue date, expiration date, revocations, suspensions, accidents, status and restrictions
<b>Criminal Record Check</b>	<p>Diskriter have access to criminal record searches all over the world. Our Criminal record check includes review of criminal convictions and probation. The following factors will be considered for applicants with a criminal history:</p> <ul style="list-style-type: none"> <li>▪ The nature of the crime and its relationship to the position.</li> <li>▪ The time since the conviction.</li> <li>▪ The number (if more than one) of convictions.</li> <li>▪ Whether hiring, transferring or promoting the applicant would pose an unreasonable risk to the business, its employees or its customers and vendors.</li> </ul>



Background Screening	Assessment Method
<b>Drug/Alcohol Screening</b>	All candidates are required to go through the 10 panel drug testing process as a backup and the test reports will be verified with the Medical Officer. Diskriter has partnered with ESS for drug testing; ESS can provide drug testing services at all panel level. ESS is a national leader in the pre-employment drug and background screening field to conduct accurate, competitively priced and legally compliant background checks and drug screens. ESS maintains a secure environment, ensuring all drug and background screening information is kept completely confidential. Diskriter maintains pre-employment screening practices per client instruction designed to prevent hiring individuals who use illegal drugs or individuals whose use of legal drugs or alcohol indicates a potential for unsafe or impaired performance. An employee whose drug test result is positive will be ineligible for hire.
<b>Credit Report</b>	This report provides information into a person's financial background. It also provides present and past addresses, current and past employers, and verifies and identifies users of the social security number provided.
<b>Sex Offender Registry</b>	While convictions for sexual offenses will appear upon the criminal record in the City or state where the offense was committed, oftentimes sexual offenders will relocate where their criminal records will not reflect the offense. Information returned from sexual offender registry inquiries may include name, AKA name, physical characteristics, date of birth, residential address, employer, City, state of conviction, date of conviction, and offense(s).

## F.7 Onboarding

Diskriter will follow the DHS's terms to onboard the candidates. Please find our Onboarding Procedure below:

**Pre-Employment Process:** During this time, the Diskriter's onboarding team will be sending some paperwork and items to complete through the Diskriter Staffing On-Boarding system. As a selectee to a position with client, employees are responsible for being an active participant in the pre-employment process. Verification of employment source must be confirmed, pre-employment conditions must be met, any overseas entitlements must be determined, and the necessary in-processing forms must be completed. Our onboarding process is explained in below steps:

- **Step 1: Accept the tentative offer** - The tentative offer will be sent via the Diskriter Staffing system. Employee will use the link provided in the email to accept the offer.
- **Step 2: Complete the Pre-Employment Paperwork** - The Diskriter Staffing system will provide a checklist of all documents and items that need to be completed prior to the final offer. The types of forms required will depend on employee's status, location, and the requirements of the position.
- **Step 3: Meet any Conditions of Employment** - Each position will have different requirements. Conditions of Employment are any requirements, other than qualifications, that must be met or complied with before being appointed to a particular position. Examples of these include pre-employment drug tests, physicals, background screening/security clearance.
- **Step 4: Coordinate the DHS** - The DHS is employee's Entrance on Duty date. Our onboarding team will coordinate with client for start date, time, address, and reporting manager details and update the employee.
- **Step 5: Receiving Offer** - Employee will receive his final offer email once all forms have been completed, and all Conditions of Employment have been met. Our onboarding team will send a job offer to the employee.



- **Step 6: Prepare for your first day** - Our onboarding team will guide the employee throughout the first day procedure until employee is successfully on boarded at client location.

### **F.8 Communications**

Communication with the DHS is the key to a successful partnership. Being open with department heads regarding staffing needs, recommendations, and feedback is what drives this RFP's success. The DHS will have the ability to communicate with the designated Account Manager via email, phone, or in-person to address all questions and concerns regarding staffing requisitions, interview schedules, approvals for temporary placement, etc. The Account Manager works closely with the Project Manager and recruitment team to provide recommendations for potential placement to fill the DHS staffing vacancies.

### **F.9 Follow-up Procedure after Placement**

We believe in service after the sale. After Diskriter places an employee, our Project Coordinator/Account Manager will maintain constant communication with the DHS. The Project Coordinator will always be available to hear feedback on employees and to address any issues. We will evaluate the employee's performance as outlined below:

<b>Assignment Time</b>	<b>Diskriter Plan of Action Frame</b>
<b>Week 1 Follow-Up</b>	Within the first week of placing an employee, Diskriter follows up with that employee's supervisor. We want to ensure that the employee is arriving on time and can perform the assigned job.
<b>30-Day Evaluation</b>	After an employee has been on the assignment for 30 days, Diskriter requests the DHS to complete a short survey to evaluate the Evaluation employee's performance.
<b>Continuous</b>	Ongoing follow-up is conducted by Diskriter to ensure the highest level of service.

### **F.10 Performance tracking and Issue Management**

We understand the importance of availability and will have additional staff trained and ready to back up existing resources in any case of any unforeseen emergencies. Diskriter will be in contact with the DHS Supervisor to verify if the employee is performing satisfactorily. In the event of unsatisfactory performance, Diskriter will provide the replacement. Depending on the circumstances and the preferences of the DHS, Diskriter will arrange for the immediate removal of the employee. It is the responsibility of Diskriter to identify additional candidates to replace the terminated employee.

Diskriter will be available 24x7x365 to the DHS and the candidates. The DHS can contact Diskriter for any Staffing needs, issues, questions, requests. All the queries of the DHS are addressed in a timely fashion. It always promotes open communication. Diskriter is committed to forming and enhancing its relationship with the DHS and anticipates visiting onsite on a rotating quarterly basis to ensure client and temporary employee satisfaction.

Diskriter guarantees that - in the most unlikely event when the immediate replacement is required with minimal notice, we shall provide replacement to those service personnel within one business week with mutually agreed condition. This is possible because we have a very robust Recruitment Process. The details are as follows:



- Diskriter has in-house built tools that we use to manage the resources and their screening details, so we could readily know the resources available
- We have our own job portal that is accessed by all our employees and our subcontractors who will respond to any position that they are interested in
- Diskriter advertises in leading job boards and/or newspapers
- Employee references- Many of the resources we have added have come from employee references. This has helped us maintain good quality of resources

Diskriter will be in contact with the DHS through phone/Email/Skype/Zoom. Our proposed Account Manager, when needed, will seek a help of expert's team for the timely resolution of reported problems with an assigned employee to provide best results to our clients. If the situation is not resolved at the Account Manager level, it gets escalated. Please find the escalation procedure below:

Escalation Plan		
<b>Account Manager</b>	1 day (max)	If the issue is not resolved within 1 business day, it gets escalated to the Account Manager
<b>Chief Operating Officer</b>	1 day (max)	If the issue is not resolved within 2 business days, it gets escalated to the CEO
<b>Chief Executive Officer</b>	ASAP	Corrective Action

#### **F.11 Time Sheet and Payroll Management Process with Schedule**

Our standard process mandates that our talent submits approved timesheets weekly to their Diskriter account team for entry into our online time management systems, to ensure accurate timekeeping. Both the employees and Account Representative present at the client site are given logins and have access to eTurnip which enables the employees to do their time entry in the application. All the employees submit their timesheet in eTurnip on weekly basis and the Account Representative reviews the time entries and verifies them. After verification from Account Representative, timesheets are submitted within eTurnip application for approval by the Account Manager at Diskriter. A notification is sent to both the employees and Diskriter's Account Manager. If there are any corrections or queries regarding the timesheets, Account Manager at Diskriter connects with Account Representative present at the client site for clarification. Once approved by DHS account representative, Diskriter's Account Manager then accepts and approves the timesheets, and a notification is also sent to the employee regarding approval of their timesheet.

We generate invoices that accommodate our clients' individual requirements. For example, invoices can be generated by the DHS or for the entire company on a weekly, bi-weekly, or monthly basis and are net due upon receipt. Additionally, multiple employees may be combined on one invoice or billed separately. Invoices are always accompanied by signed timecards.

##### **F.11.1 Billing and Invoicing**

Diskriter will process all time sheets and paychecks and provide the DHS with accurate, concise, and timely invoices. If the DHS requires changes to the invoicing process during the term of the contract, Diskriter will work with the appropriate DHS representative(s) to modify its invoice process and ensure that Diskriter remains fully compatible with the invoice processing requirements of the DHS. This includes the related invoicing and management reports as required by the DHS.



## F.12 Problem Escalation process

Our effective account issue / or conflict management contributes to the overall satisfaction and ultimately to client retention. We place a high degree of attention on delivering exceptional customer service and it is not only Diskriter's core belief, it is a mandate from the very top of the organization. Diskriter's philosophy on customer service says, "Customer Service is only as good as the Customer says it is". Diskriter provides a dedicated Account Representative to oversee the workflow of an account. This individual serves as an immediate resource and go-to person for the client concerning account issues. Our Account Representative typically replies within two hours after the email is received from the client. The Account Representative will directly resolve issues, escalate issues and will try to facilitate resolution within 24 hours after an issue is raised by the client and will also have additional backup support from other Account Supervisors. Further, Diskriter's Client Support Services (CSS) team is available on call 24x7x365. Diskriter prides itself with our responsiveness and level of customer service.

We take pride in meeting or exceeding our customer needs in a timely manner as required by our clients. The Account Manager, when needed, will seek help of expert team at Diskriter which comprises of Technical and Management members, for the timely resolution of reported problems with an assigned employee to provide best results to our clients

